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| Lorena Paredes**514-226-5770****Lorena201173@gmail.com** |  |
| LANGUAGESFluent writing and spoken Spanish, French and English**EDUCATION**College LaSalle, Montreal — *Fashion Marketing*Sep. 2015 - PresentÉcole secondaire Félix-Leclerc, Pointe-Claire— *Diploma of Secondary Education*Sep. 2005 - Jun. 2010EXPERIENCEAldo Group, St-Laurent — Sales and customer service agentJan. 2018 – Present* Resolve concerns and/or issues to ensure our customers have the best consumer experience;
* Meet and exceed customer contact center sales and team objectives;
* Providing customers with information regarding our products, promotions and other information related to the company, website and stores.

Softmoc, Point-Claire — *Sales associate ( third key )*May. 2016 – Dec.2017* Achieve sales objectives
* Give excellent customer service
* Maintain visuals presentation standards

Rebox Corp, St-Laurent — *Receptionist* Dec. 2013 - Dec. 2014* Answer and transferring calls
* Provide customer service
* Organization and coordination of project at the office

CPE au Petit Carrousel, Pierrefonds — *Educator*Aug. 2011 - Jun. 2014* Responsible of educational program
* Responsible for the well-being of the children
* Accomplishment of various task related to the position

ACTIVITIES* **Fashion Presentation:** Fashion Show College LaSalle, ***Volunteer***
* ***Express Mode:*** *Fashion show College LaSalle*

INTERNSHIP* **Laura Canada June 4th - September 4th**

**Buying Department*** **Yellow shoes May 8th – May 28th**

**Buying Department**  |  |